

DVR Code of Ethics and Standards of Practice **for DVR VR Service Contractors**

Introduction

The following Code of Ethics outlines the guiding principles that should underlie the actions of all individuals and organizations delivering vocational rehabilitation (VR) services to DVR Clients. The Standards of Practice describe how the Code of Ethics should be applied operationally. These standards will provide a foundation and basis of adjudication should DVR learn of possible ethical violations on the part of DVR VR Service Contractors who interact with DVR Clients.

CODE OF ETHICS

To promote the highest standards of ethical conduct, all staff members of DVR VR Service Contractors shall:

- Hold paramount the well being of people served professionally;
- Respect and uphold DVR Clients';
- Uphold the principles of informed choice;
- Practice only in area(s) of competency;
- Respect the DVR Client's privacy and release no information about the DVR Client without his/her expressed, written permission;
- Engage in no conduct that constitutes a conflict of interest or that adversely reflects on his or her professional practice;
- Seek only deserved, honest and reasonable monetary reimbursement for services;
- Issue only objective and truthful statements regarding services; and
- Comply with the laws and policies that guide professional practice.

STANDARDS OF PRACTICE

In the following areas, all staff members of DVR VR Service Contractors shall:

Respect for DVR Clients

- Hold the Client's well-being paramount and consider each Client individuality;
- Not discriminate in the provision of services or products on the basis of disability, race, national origin, religion, creed, gender, age, veteran status, marital status, or sexual orientation;
- Only recommend, support, or implement services that do not expose the DVR Client (or others) to unreasonable risk, exploitation, and/or personal injury. Inform the customer as fully as possible to all risks

Informed Choice

- When recommending services, fully involve the DVR Client and inform him or her of all reasonable options available, including costs. These recommendations shall not be limited to anyone's perceptions about the availability of resources;
- Fully inform the DVR Client or his or her advocate about all aspects of any final recommendations and make only reasonable statements about expected outcomes;
- Consider the current and future needs of the DVR Client when developing recommendations and fully inform the Client of those perceived needs
- Fully and accurately disclose to the DVR Client the qualifications of all staff members who will serve them directly

Professionalism and Competency

- Comply with all licensing, credentialing and/or accreditation requirements recognized in their fields of service;
- Provide services only within the scope of their competency, taking into account their education, experience, and training and recognizing the limits of their own skills and knowledge in any professional area;
- Take on only those professional commitments and agreements that they can fulfill, and carry out those obligations in a timely way;
- Stay current in all aspects of their professional practice through ongoing education. Topics should include accessibility, funding, legal issues, recommended rehabilitation practices, clinical practice, and emerging services or technologies;

- Not provide professional services, nor allow any representative to provide services, while under the influence of drugs or alcohol or while substance abuse or a health condition influences their judgment;
- Not engage in conduct that reflects adversely on their profession or calls into question their fitness to serve DVR Clients;
- Avoid any action, intentional or accidental, professional or personal, that would exploit the dependency and trust of the DVR Client

Service Delivery

- When the DVR Client's best interest requires it, collaborate or "team up" with providers from other professional disciplines to delivery services. Service providers and suppliers shall present only complete and factual information about other providers;
- Within the scope of their competency, use every resource reasonably available to meet the DVR Client's needs. This may require referring the Client to other practitioners or sources for services or suppliers;
- Maintain procedures to measure the effectiveness and efficiency of their operations and to enhance service quality

Conflict of Interest

- Maintain only those **professional** relationships that do not create a real or perceived conflict of interest. Service providers and suppliers shall inform the DVR Client or their advocates of any employment relationships, professional affiliations, or fiduciary interests that may be perceived as a conflict of interest. Service providers and suppliers must decline to provide services or supplies when any such affiliation or interest is likely to influence their professional judgment and
- Make every effort to avoid **personal** relationships that could influence their professional judgment or be perceived as a conflict of interest.

Sound Business Practices

- Not engage in fraud, waste, or abuse when charging for services
- Be truthful and accurate in all public statements about the services and products they provide;
- Stay within the scope of services agreed upon by DVR Client's and DVR;

- Maintain sound business practices and financial records by using Generally Accepted Accounting Principals (GAAP); and
- Maintain adequate records of evaluations, assessments, services, recommendations, reports, or products provided and preserve the confidentiality of those records, unless disclosure is required by law, or for the protection of the DVR Client or the public.